



## **2011 Howard University Undergraduate Graduating Student Exit Survey**

*All Schools and Colleges*

### **Description**

The *Howard University Undergraduate Graduating Student Exit Survey* is administered annually to prospective candidates for graduation enrolled in all undergraduate programs. The primary purpose of the survey is to obtain information about students' satisfaction with a range of academic and co-academic experiences during their matriculation and to inquire about their plans for the future. The survey was administered by the Office of Institutional Assessment and Evaluation (OIAE) through a web-based format with the assistance and cooperation of faculty and staff in the various schools and colleges. The results are divided into six broad categories: demographics, school/college assessment data, student quality of life data, university community experience data, post graduation and student comments. There were 1012 respondents.

**Office of Institutional Assessment and Evaluation**

*“Working together to create a culture of evidence-based decision making...”*

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## EXECUTIVE SUMMARY

The *Howard University Undergraduate Graduating Student Exit Survey* is administered annually to prospective candidates for graduation who are enrolled in all of the University's undergraduate programs. The primary purpose of the survey is twofold: (1) to obtain information about students' satisfaction with a range of academic and co-academic experiences during their matriculation at the University, and (2) to inquire about their plans for the future. The survey is administered by the Office of Institutional Assessment and Evaluation (OIAE) through a web-based format with the assistance and cooperation of faculty and staff in the various schools and colleges. The presentation of the results of the survey is divided into six broad categories: demographics, school/college assessment data, student quality of life data, university community experience data, post-graduation and student comments. Student comments are included in the Appendix. There were 1,012 respondents.

The following sections contain the highlights from the data that were collected from the 2011 class of prospective graduates.

### **Demographics: *Who are the Members of the Undergraduate Class of 2011?***

The ratio of females to males is almost 3 to 1 with females and males representing 73.3% and 26.7% of the respondents, respectively. The two largest ethnic groups are African Americans (85.2%) and Africans (5.8%). No American Indian/Alaska Natives responded to the survey. Approximately 82.7% of the respondents either worked full-time or part-time while in school. Interestingly, 3.7% (37) students work full-time on campus. While the majority (54%) of the prospective graduates earned their degrees in 4 years, nearly one-third of them (31.5%) took five or more years to earn a degree after entering Howard. Also, one-fourth (23.5%) of the respondents were transfer students and nearly 36% of them are the first in their family to attend college. About 10% of the respondents have missed one or more semesters since they first enrolled in Howard University. Since the definition of the "graduation rate" as calculated by the Department of Education excludes students who "stop out" for at one semester, it is important to try to minimize the percentage of students who "stop out".

### **School/College Data: *How Satisfied Were They with their Educational Experiences?***

Approximately 86% of the students indicated that they were very satisfied or satisfied with the overall quality of their educational experience at Howard. Slightly fewer, 76%, were very satisfied or satisfied that the educational experience met their expectations. Graduates were also asked to rate the performance of personnel in their school or college: dean, school/college administrative staff, departmental staff, and faculty. The department staff received the highest satisfaction rating of 89.1%, and faculty with a close second highest rating of 86.1%. The largest area of dissatisfaction was related to customer service in the administrative offices of their school or college – almost forty percent (39.9%) of the respondents were dissatisfied or very dissatisfied.

*Academic Advising.* Students were asked to indicate their level of satisfaction with various aspects of academic advising. Nearly three-fourths, 74.1%, of the respondents were very satisfied or satisfied with the availability of academic advisors; while just over half, 56.3% felt that way about access to mentoring. It is also interesting to note that respondents were more satisfied with junior/senior year academic advising (73.5%) than with freshman/sophomore year academic advising (59.3%). Research suggests that effective academic advising during the early years can lead to increases in students' satisfaction with their overall educational experience and in institutional retention and graduation rates.

*Knowledge and Skill Development.* Students were asked to indicate their level of satisfaction for 21 knowledge and skill areas. The top three areas of development that prospective graduates were most satisfied with were: knowledge of ethics (95.6%), the ability to demonstrate leadership (95.1%), and team work skill development (95.1%). The ability to demonstrate leadership was first for the past two years – 2009 and 2010 and it was the area that received the highest rating under “very satisfied” (41.5%) and the lowest rating under “very dissatisfied” (0.4%). On the other, the three lowest areas of development (but still relatively high in absolute terms) were: knowledge of the physical sciences (71.5%), training in computer applications (72.3%), and knowledge of mathematics (73.2%).

#### **Student Quality of Life Data: *What are Students' Perceptions of Institutional Support Services?***

There are some offices with which students are unfamiliar. When students were asked to rate their level of satisfaction for several institutional support offices, at least 30%, nearly one-third of the students marked “Don't Know” for the following offices: Office of International Students (38.7%), Office of Student Special Services (35.6%), CEDAR – HU Office of Career Services (32.4%) and the University Counseling Service (34.2%). The students were most dissatisfied with the Office of Financial Aid (59.1%) and the Office of Student Financial Services (46%). This is the third consecutive year that the Office of Financial Aid has received this distinction.

#### **University Community Experience Data: *What are Students' Perception of Institutional Administrative Offices?***

Almost one-half of the students reported that they were satisfied with the Office of the President (45.5%) and the Office of the Provost (46.5%). One reason for this level of satisfaction could be when it comes to the Offices of the President and the Provost students marked “Don't Know” at the rate of 31.5% and 29.7%, respectively.

Ancillary services that received a “dissatisfaction” rating of at least 30% include: computer system of the University libraries (31.4%), availability of copying/duplication services (59%), wireless access to internet on campus (52.7%), on-campus housing process/management (37.5%), shuttle bus services (29.9%), cost of campus food (43%), variety of food choices (e.g., vegetarian, etc.) (45.1%), and quality of campus food services (43.7%).

The survey results also reveal areas where Howard may be able to expand and improve program experiences for students. For example, only 2.5% of students had experienced distance learning and only 3.0% had been involved in service learning. Also, half of the students (50.6%) had not engaged in any undergraduate research project; however, 30% of the students had attended a professional conference, 17.5% had presented research findings at a professional conference, and 7.8% had published research. Howard University students are also very community oriented with 69.5% having spent some time in community service; 62.8% in an internship and nearly twenty percent (19.2%) in inter-disciplinary courses. Students also indicated a need to upgrade physical facilities, including classrooms, libraries, laboratories, residence halls, and physical fitness facilities. Approximately 19.1% are “very satisfied or satisfied” with the availability of parking.

### **Post-Graduation**

Students were asked about their post-graduation plans and their relationship with Howard as alumna/alumnus. Eight-five percent of the students indicated that they plan to give back to Howard in some way. Among the 85% who plan to give back, 32.5% plan to make monetary contribution while 27.0% plan to recruit new students. Nearly one-third of the respondents (32.3%) were able to report the salary range that they expected to be in after graduation. Of

## Demographic Data: Profile

Gender	
Male	Female
26.7% (270)	73.3% (742)

Citizenship Status			
U.S. Citizen	Permanent Resident	Resident Alien	International Student
93.7% (948)	2.6% (26)	0.0% (0)	3.8% (38)

Ethnicity							
African American	Hispanic Latino	Caucasian	Asian/Pacific Islander	American Indian/Alaska Native	African	Biracial	Not Willing to Disclose
85.2% (862)	0.7% (7)	0.5% (5)	1.4% (14)	0.0% (0)	5.8% (59)	3.4% (34)	3.1% (31)

Did you live on campus?			
4 or more years	2-3 years	1 year or less	Never
27.2% (274)	44.6% (450)	12.5% (126)	15.8% (159)

While at Howard University, you were employed primarily:				
Full-time Off Campus	Part-time Off Campus	Full-time On Campus	Part-time On Campus	Never Worked
9.9% (100)	47.2% (476)	3.7% (37)	21.9% (221)	17.3% (175)

GPA					
3.60-4.00	3.40-3.59	3.00-3.39	2.50-2.99	2.00-2.49	Not Applicable
17.2% (174)	14.9% (151)	38.6% (391)	27.3% (276)	1.6% (16)	0.4% (4)

## Demographic Data: Enrollment

Degree		
Bachelors	Certificate	Dual Degree
99.4% (1006)	0.0% (0)	0.6% (6)

While at Howard University, you were enrolled primarily:	
Full-time	Part-time
98.7% (996)	1.3% (13)

Indicate the academic year in which you entered Howard University to earn your degree or certificate							
2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	2003-2004	2002-2003	Before 2002
14.5% (147)	54.0% (546)	22.7% (230)	5.4% (55)	1.1% (11)	0.7% (7)	0.3% (3)	1.3% (13)

Indicate whether you entered Howard University as a:	
First Time in College Student	Transfer Student
76.5% (774)	23.5% (238)

Indicate whether you entered Howard University as a:	
First Generation College Student (in your family)	Not First Generation College Student
35.9% (354)	64.1% (631)

School/College Representation							
Arts & Sciences	School of Business	School of Communications	Continuing Education	Dentistry	Divinity	School of Education	Engineering & Architecture
35.2% (356)	19.3% (195)	25.1% (254)	0.0% (0)	NA	NA	3.2% (32)	4.2% (42)
Graduate School	Pharmacy, Nursing and Allied Health Sciences		Law	Medicine	Social Work		
NA	13.1% (133)		NA	NA	NA		

**Demographic Data: Stop-Out**

<b>How many semesters have you missed since you entered Howard?</b>				
<b>None</b>	<b>1</b>	<b>2-3</b>	<b>4-6</b>	<b>7 or More</b>
92.0% (928)	4.5% (45)	2.3% (23)	0.7% (7)	0.6% (6)

<b>If you missed any semester of enrollment, identify the primary reason in each of the following groups:</b>							
<b>Personal Reasons</b>	<b>Personal Problems</b>	<b>Personal Illness</b>	<b>Family Obligations</b>	<b>Lack of Interest</b>	<b>Death in Family</b>	<b>Illness in Family</b>	<b>Returned Home</b>
	29.3% (24)	7.3% (6)	8.5% (7)	3.7% (3)	6.1% (5)	1.2% (1)	1.2% (1)
	<b>Marriage</b>	<b>Unable to Adjust</b>	<b>Other</b>	<b>Not Applicable</b>			
	2.4% (2)	0.0% (0)	13.4% (11)	26.8% (22)			
<b>Practical Reasons</b>	<b>Job Conflict</b>	<b>Financial Problems</b>	<b>Insufficient Financial Aid</b>	<b>Living Arrangements</b>	<b>Lack of Campus Housing</b>	<b>Military Obligations</b>	<b>Disciplinary Action</b>
	(6.1%) 5	43.9% (36)	2.4% (2)	2.4% (2)	0.0% (0)	0.0% (0)	1.2% (1)
	<b>Travel</b>	<b>Commuting Problems</b>	<b>Other</b>	<b>Not Applicable</b>			
	0.0% (0)	0.0% (0)	3.7% (3)	40.2% (33)			
<b>Academic Reasons</b>	<b>Difficulty with Courses</b>	<b>Dissatisfied with Instructors</b>	<b>Courses Cancelled</b>	<b>Courses not Needed</b>	<b>Transferred to Another School</b>	<b>Lack of Academic Progress</b>	<b>Incomplete Schedule</b>
	0.0% (0)	0.0% (0)	1.2% (1)	2.4% (2)	3.7% (3)	8.5% (7)	1.2% (1)
	<b>Lacked Prerequisites</b>	<b>Academic Suspension</b>	<b>Other</b>	<b>Not Applicable</b>			
	1.2% (1)	7.3% (6)	6.1% (5)	68.3% (56)			



**Educational Experience: Institutional, School/College and Departmental Assessment Data**

**Overall Education Experience**

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Your Academic Program</b>	20.0% (201)	66.1% (664)	8.9% (89)	1.8% (18)	0.2% (2)	3.0% (30)
<b>Overall Quality of the Educational Experience</b>	18.4% (185)	67.7% (680)	8.9% (89)	1.7% (17)	0.2% (2)	3.1% (31)
<b>Educational Experience Met Expectations</b>	16.1% (162)	59.9% (601)	17.8% (179)	2.3% (23)	1.0% (10)	2.9% (29)

**School/College and Department**

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>The effectiveness of your college/school in general</b>	20.0% (200)	62.9% (629)	13.6% (136)	2.4% (24)	0.6% (6)	0.5% (5)
<b>The effectiveness of your department in general</b>	23.8% (238)	57.2% (572)	15.3% (153)	2.8% (28)	0.5% (5)	0.4% (4)
<b>Your school's/college's student services</b>	15.0% (150)	56.6% (566)	22.0% (220)	4.6% (46)	1.3% (13)	0.5% (5)
<b>Customer service in administrative offices of your school or college</b>	14.1% (141)	44.8% (448)	22.7% (227)	17.2% (172)	0.7% (7)	0.5% (5)
<b>The effectiveness of your school's or college's Office of Career Services</b>	16.7% (167)	45.5% (455)	15.2% (152)	6.6% (66)	11.5% (115)	4.5% (45)
<b>The performance of your Dean</b>	14.2% (142)	53.1% (531)	11.3% (113)	5.0% (50)	14.3% (143)	2.1% (21)
<b>The performance of your departmental chairperson</b>	26.8% (268)	52.0% (520)	9.5% (95)	3.4% (34)	7.2% (72)	1.1% (11)
<b>The performance of your departmental faculty</b>	28.2% (282)	57.9% (579)	10.8% (108)	1.8% (18)	0.8% (8)	0.5% (5)
<b>The performance of your departmental office staff</b>	28.7% (287)	60.4% (604)	6.0% (60)	1.8% (18)	2.4% (24)	0.7% (7)

## Faculty Performance & Academic Advising

### Faculty Performance

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Availability of Faculty Members	19.6% (195)	67.4% (671)	10.6% (106)	1.6% (16)	0.4% (4)	0.4% (4)
Faculty Maintained Office Hours	19.7% (196)	66.6% (663)	10.1% (101)	2.3% (23)	0.7% (7)	0.6% (6)
Faculty Presentation Skills	18.6% (185)	66.4% (661)	12.0% (120)	1.8% (18)	0.5% (5)	0.7% (7)
Faculty Professionalism	22.3% (222)	65.8% (655)	9.3% (93)	1.7% (17)	0.5% (5)	0.4% (4)

### Academic Advising

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Access to mentoring	11.4% (113)	45.3% (450)	25.8% (256)	4.3% (43)	9.0% (89)	4.2% (42)
Availability of academic advisors	20.6% (205)	53.5% (531)	18.1% (180)	6.0% (60)	1.1% (11)	0.6% (6)
Freshman/sophomore year academic advising	17.8% (177)	41.5% (412)	19.2% (191)	12.5% (124)	3.6% (36)	5.3% (53)
Junior/senior year academic advising	21.9% (217)	51.6% (512)	18.2% (181)	6.6% (66)	0.6% (6)	1.1% (11)
Overall quality of academic advising	18.6% (185)	52.8% (524)	19.3% (192)	7.7% (76)	1.1% (11)	0.5% (5)
Conveying of care for/about the student in advising	21.3% (212)	46.0% (457)	20.7% (206)	9.6% (95)	1.7% (17)	0.6% (6)

## Instructional Delivery and Context & Preparation for Post-Graduation

### Instructional Delivery and Context

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Student/teacher ratio	20.3% (202)	64.1% (637)	12.4% (123)	2.1% (21)	0.4% (4)	0.6% (6)
Quality of courses offered (curricula)	14.7% (146)	60.5% (601)	20.9% (208)	2.9% (29)	0.3% (3)	0.6% (6)
Quality of course syllabi	16.0% (159)	71.6% (711)	9.0% (89)	2.1% (21)	0.8% (8)	0.5% (5)
Quality of student learning assessment (testing)	11.5% (114)	70.6% (701)	13.9% (138)	2.3% (23)	1.0% (10)	0.7% (7)
Overall quality of instruction	13.5% (134)	71.9% (714)	11.8% (117)	1.7% (17)	0.6% (6)	0.5% (5)
Level of intellectual stimulation in courses	17.9% (178)	62.5% (621)	16.1% (160)	2.2% (22)	0.6% (6)	0.6% (6)
Promotion of and/or opportunity for creativity	16.3% (162)	59.4% (590)	19.7% (196)	2.9% (29)	1.0% (10)	0.6% (6)
Availability of evening courses	8.3% (82)	50.3% (499)	15.5% (154)	4.6% (46)	9.5% (94)	11.9% (118)
Availability of summer courses	5.3% (53)	38.0% (377)	18.6% (185)	8.9% (88)	12.9% (128)	16.3% (162)
Availability of academic support/tutorial services	8.3% (82)	54.6% (542)	17.6% (175)	3.6% (36)	10.2% (101)	5.7% (57)
Quality/effectiveness of academic support/tutorial services	8.8% (87)	53.0% (526)	15.3% (152)	3.1% (31)	13.2% (131)	6.6% (66)
Your own level of scholarly effort/engagement	26.5% (263)	61.4% (610)	10.0% (99)	0.9% (9)	0.7% (7)	0.5% (5)

### Preparation for Post-Graduation

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Your preparation for a technological world	9.8% (96)	55.4% (544)	21.3% (209)	5.9% (58)	4.0% (39)	3.7% (36)
Your preparation for employment in your major	15.5% (152)	56.5% (555)	17.0% (167)	7.7% (76)	1.6% (16)	1.6% (16)
Your preparation for national board and/or other licensure exams	6.6% (65)	37.2% (365)	19.7% (193)	6.8% (67)	13.7% (135)	16.0% (157)

## Knowledge and Skill Development

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Knowledge of ethics	40.1% (398)	55.5% (551)	2.2% (22)	0.8% (8)	0.4% (4)	1.0% (10)
Team work skill development	38.9% (386)	56.5% (561)	3.0% (30)	0.8% (8)	0.3% (3)	0.5% (5)
Ability to demonstrate leadership	41.5% (412)	53.6% (532)	3.1% (31)	0.4% (4)	0.4% (4)	1.0% (10)
Development of interpersonal skills	36.9% (366)	57.1% (567)	3.8% (38)	0.7% (7)	0.6% (6)	0.9% (9)
Development of life skills (e.g., prioritization, time management, etc.)	39.3% (390)	53.4% (530)	5.2% (52)	0.8% (8)	0.5% (5)	0.8% (8)
Knowledge of African American culture	40.1% (398)	52.4% (520)	4.1% (41)	1.1% (11)	1.0% (10)	1.3% (13)
Training in verbal communication	33.4% (332)	58.7% (583)	4.8% (48)	1.0% (10)	0.8% (8)	1.2% (12)
Development of critical thinking and analysis skills	34.1% (339)	56.9% (565)	6.9% (69)	1.0% (10)	0.5% (5)	0.5% (5)
Training in written communication	28.7% (285)	60.5% (601)	8.0% (79)	1.4% (14)	0.6% (6)	0.8% (8)
Knowledge of the social sciences	23.7% (235)	65.0% (645)	5.7% (57)	0.9% (9)	1.9% (19)	2.8% (28)
Research skill development	27.6% (274)	58.0% (576)	11.2% (111)	2.0% (20)	0.6% (6)	0.6% (6)
Knowledge about personal health and nutrition	22.7% (225)	62.4% (620)	9.6% (95)	1.1% (11)	1.9% (19)	2.3% (23)
Knowledge of American Culture	18.7% (186)	65.5% (650)	8.2% (81)	1.4% (14)	2.2% (22)	4.0% (40)
Knowledge of African culture	25.6% (254)	57.0% (566)	10.2% (101)	1.8% (18)	2.7% (27)	2.7% (27)
Knowledge of the humanities	19.1% (190)	63.1% (627)	8.8% (87)	2.4% (24)	2.6% (26)	3.9% (39)
Multicultural knowledge	25.4% (252)	55.6% (552)	12.0% (119)	2.3% (23)	2.7% (27)	2.0% (20)
Knowledge of contributions of the African Diaspora to your major field of study	25.2% (250)	48.9% (486)	14.1% (140)	3.3% (33)	4.3% (43)	4.1% (41)
Knowledge of global policies and issues	19.9% (198)	53.3% (529)	17.4% (173)	2.7% (27)	2.7% (27)	3.9% (39)
Knowledge of mathematics	14.1% (140)	59.1% (587)	18.7% (186)	5.2% (52)	0.7% (7)	2.1% (21)
Training in computer applications	16.5% (164)	55.8% (554)	17.4% (173)	4.4% (44)	1.1% (11)	4.7% (47)
Knowledge of the physical sciences	13.9% (138)	57.6% (572)	12.6% (125)	2.4% (24)	4.1% (41)	9.4% (93)

## Financial Aid and Services

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Cost (tuition and fees)</b>	4.8% (47)	34.2% (338)	37.8% (374)	19.2% (190)	2.4% (24)	1.6% (16)
<b>Summer financial aid process</b>	2.8% (28)	19.4% (192)	17.9% (177)	12.5% (124)	19.6% (194)	27.7% (274)

What was the primary manner in which you financed your undergraduate education?					
Scholarship	Fellowship	University Tuition Grant	Grant by Government Agency	Other External Grant (Foundation, Organization)	Remission of Tuition
23.9% (236)	0.1% (1)	2.1% (21)	3.8% (38)	0.4% (4)	3.9% (39)
Out of Pocket (includes Family/Benefactor)		Personal Student Loans	Student Loans by Parents/Benefactor	Other	
14.2% (140)		21.9% (217)	28.5% (282)	1.1% (11)	

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Availability of Scholarships</b>	11.6% (115)	38.8% (384)	29.3% (290)	13.7% (135)	3.4% (34)	3.1% (31)
<b>Availability of Fellowships</b>	3.6% (35)	23.7% (233)	31.6% (311)	12.1% (119)	16.7% (164)	12.3% (121)
<b>Availability of University Tuition Grants</b>	7.9% (78)	33.2% (328)	30.2% (298)	12.9% (127)	9.5% (94)	6.4% (63)
<b>Availability of Grants from Government Agencies</b>	7.4% (73)	37.3% (367)	25.0% (246)	10.3% (101)	12.0% (118)	8.1% (80)
<b>Availability of Other External Grants (foundations, etc.)</b>	5.7% (56)	33.3% (328)	27.8% (274)	10.1% (99)	13.8% (136)	9.2% (91)
<b>Availability of Personal Student Loans</b>	9.8% (97)	56.0% (552)	12.3% (121)	4.3% (42)	8.7% (86)	8.9% (88)
<b>Availability of Student Loans Taken by Parents</b>	8.3% (81)	49.7% (486)	12.6% (123)	3.4% (33)	9.6% (94)	16.5% (161)

## Student Support Services

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Office of Financial Aid	3.0% (30)	33.0% (325)	30.1% (296)	29.0% (286)	2.7% (27)	2.1% (21)
Office of Student Financial Services	3.4% (33)	44.1% (434)	24.6% (242)	21.4% (211)	4.3% (42)	2.3% (23)
Office of Student Accounts	5.6% (55)	52.8% (520)	22.3% (220)	16.4% (162)	1.8% (18)	1.0% (10)
Office of Residence Life	4.9% (48)	46.4% (457)	18.3% (180)	11.6% (114)	10.1% (99)	8.8% (87)
Office of Enrollment Management	6.7% (66)	62.5% (616)	12.1% (119)	7.9% (78)	7.5% (74)	3.2% (32)
Office of Admissions	6.8% (67)	61.8% (609)	10.9% (107)	8.1% (80)	8.9% (88)	3.5% (34)
University Libraries	7.4% (73)	68.8% (678)	13.6% (134)	6.6% (65)	2.7% (27)	0.8% (8)
Campus Security	3.2% (32)	40.8% (402)	26.0% (256)	19.8% (195)	7.3% (72)	2.8% (28)
Student Health Service Center	6.6% (65)	51.6% (508)	19.9% (196)	14.0% (138)	5.6% (55)	2.3% (23)
Department of Student Life and Activities	7.4% (73)	56.1% (553)	8.3% (82)	6.9% (68)	15.4% (152)	5.8% (57)
Office of Special Student Services	4.7% (46)	32.0% (315)	4.3% (42)	3.6% (35)	35.6% (351)	19.9% (196)
University Counseling Service	8.1% (80)	32.6% (321)	6.0% (59)	3.8% (37)	34.2% (337)	15.3% (151)
CEDAR Center- HU Office of Career Services	6.5% (64)	36.3% (358)	8.2% (81)	3.9% (38)	32.4% (319)	12.7% (125)
Office of Career Services in your school or college (not CEDAR)	10.8% (106)	36.3% (358)	9.6% (95)	5.4% (53)	27.4% (270)	10.5% (103)
Office of International Student Services	3.4% (33)	22.4% (221)	3.8% (37)	2.5% (25)	38.7% (381)	29.2% (288)
Office of the Registrar	3.8% (37)	50.1% (493)	11.0% (108)	5.1% (50)	23.2% (229)	6.9% (68)

## Campus Life and Activities

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Recreation activities/facilities</b>	5.5% (54)	48.8% (480)	22.1% (217)	8.6% (85)	9.4% (92)	5.6% (55)
<b>Intramural sports</b>	4.6% (45)	35.8% (352)	10.1% (99)	4.1% (40)	29.3% (288)	16.2% (159)
<b>Varsity Athletic Programs</b>	3.8% (37)	28.5% (280)	17.1% (168)	8.7% (86)	25.0% (246)	16.9% (166)
<b>Student organizations</b>	12.2% (120)	65.4% (643)	7.7% (76)	3.5% (34)	6.8% (67)	4.4% (43)
<b>Fraternities/Sororities</b>	10.6% (104)	35.4% (348)	9.7% (95)	8.1% (80)	19.3% (190)	16.9% (166)
<b>Campus intellectual life</b>	14.4% (142)	59.0% (580)	10.4% (102)	4.2% (41)	7.7% (76)	4.3% (42)
<b>Opportunity for engagement with faculty beyond the classroom</b>	12.0% (118)	57.3% (563)	17.7% (174)	4.2% (41)	5.9% (58)	3.0% (29)
<b>Campus social activities</b>	19.2% (189)	63.4% (623)	7.2% (71)	2.0% (20)	5.2% (51)	3.0% (29)
<b>Campus religious activities</b>	17.3% (170)	53.9% (530)	5.7% (56)	1.6% (16)	14.5% (143)	6.9% (68)
<b>Howard University Student Association (HUSA)</b>	10.7% (105)	56.0% (550)	9.3% (91)	3.4% (33)	15.3% (150)	5.5% (54)
<b>Your record of service to the community</b>	20.8% (204)	36.3% (357)	21.6% (212)	13.2% (130)	4.8% (47)	3.4% (33)

## Administrative Offices & Student Involvement in Assessment

### Administrative Offices

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Office of the President	6.3% (62)	40.2% (395)	9.7% (95)	5.0% (49)	31.5% (309)	7.3% (72)
Office of the Provost	7.1% (70)	39.4% (387)	11.3% (111)	5.4% (53)	29.7% (292)	7.0% (69)
Operation hours of administrative offices	3.9% (38)	47.8% (469)	27.6% (271)	11.0% (108)	7.5% (74)	2.2% (22)
Customer service of administrative staff	3.5% (34)	37.5% (368)	25.8% (253)	24.5% (241)	6.5% (64)	2.2% (22)
Graduation clearance process	6.2% (61)	54.4% (534)	23.2% (228)	11.7% (115)	3.3% (32)	1.2% (12)

### Student Involvement in Assessment

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Opportunity for students to assess academic programs	15.8% (159)	58.2% (584)	20.3% (204)	3.8% (38)	1.4% (14)	0.5% (5)
Opportunity for students to assess instruction	13.8% (139)	62.5% (628)	19.1% (192)	2.8% (28)	1.0% (10)	0.7% (7)
Opportunities for students to assess university services	7.5% (75)	45.4% (456)	34.0% (341)	11.1% (111)	1.3% (13)	0.8% (8)
Provision of or access to institutional assessment information (e.g., survey results, etc.)	7.9% (79)	49.3% (495)	25.2% (253)	6.6% (66)	8.5% (85)	2.6% (26)



## Information Systems and Ancillary Services

### Information Systems

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>BANNER BisonWeb Registration System</b>	14.1% (139)	57.5% (568)	21.0% (207)	6.5% (64)	0.4% (4)	0.5% (5)
<b>iLab and campus computer laboratories</b>	13.8% (136)	55.2% (545)	23.6% (233)	5.65% (55)	0.8% (8)	1.0% (10)
<b>ResNet Communications System</b>	3.7% (37)	30.8% (304)	13.2% (130)	5.9% (58)	32.1% (317)	14.3% (141)
<b>Computer system of the University Libraries</b>	6.6% (65)	54.0% (533)	24.1% (238)	7.3% (72)	5.4% (53)	2.6% (26)
<b>Wireless access to internet on campus</b>	6.6% (65)	37.2% (367)	30.2% (298)	22.5% (222)	2.1% (21)	1.4% (14)
<b>Campus Radio and Television stations</b>	9.0% (89)	50.9% (502)	12.2% (120)	4.8% (47)	16.7% (165)	6.5% (64)
<b>Availability of copying/duplication services</b>	4.6% (45)	27.8% (274)	33.1% (327)	25.9% (256)	5.9% (58)	2.7% (27)

### Ancillary Services

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>HU Bookstore(s)</b>	14.2% (140)	71.4% (703)	9.8% (97)	2.9% (29)	0.6% (6)	1.0% (10)
<b>Blackburn Center</b>	12.2% (120)	71.3% (702)	10.4% (102)	3.0% (30)	1.7% (17)	1.4% (14)
<b>On-campus housing process/management</b>	3.2% (32)	41.4% (408)	22.9% (226)	14.6% (144)	8.1% (80)	9.6% (95)
<b>Shuttle bus services</b>	4.9% (48)	57.5% (566)	22.5% (222)	7.4% (73)	4.1% (40)	3.7% (36)
<b>Cost of campus food services</b>	2.9% (29)	42.6% (420)	31.9% (314)	11.1% (109)	6.2% (61)	5.3% (52)
<b>Variety of food choices (e.g., vegetarian, etc.)</b>	3.0% (30)	40.6% (400)	29.2% (288)	15.9% (157)	6.0% (59)	5.2% (51)
<b>Quality of campus food services</b>	2.5% (25)	44.6% (439)	31.2% (307)	12.5% (123)	4.4% (43)	4.9% (48)

## Range of University Experiences

Indicate the program experience(s) that you were involved in (check all that apply):							
Accelerated Program	Work Study	Distance Learning	Study Abroad	Double Major	Domestic Exchange	Honors Program	Independent Study
2.7% (27)	24.0% (236)	2.5% (25)	7.9% (78)	1.5% (15)	0.4% (4)	12.7% (125)	10.9% (107)
Teaching Certificate (Minor in Education)		Service Learning	Other	None			
2.1% (21)		3.0% (29)	3.4% (33)	47.6% (467)			

Indicate the undergraduate research opportunities that you were engaged in (check all that apply):						
Thesis Development	Attending Professional Conferences	Presenting Findings in a Conference or Meeting	Publishing Research	Shadowing Professional Researcher	Other	None
13.3% (131)	30.3% (298)	17.5% (172)	7.8% (77)	13.7% (135)	3.7% (36)	50.6% (497)

Indicate the academic support/enhancement activities that you were engaged in (check all that apply):							
Creative Projects (writing, exhibits, plays, productions, etc.)	Community Service	Internship	Practicum	Cross Registration	Inter-disciplinary Courses	Other	None
37.6% (369)	69.5% (682)	62.8% (617)	25.2% (247)	2.5% (25)	19.2% (189)	0.4% (4)	10.5% (103)

Indicate the campus organizations that you are/were affiliated with (check all that apply):						
Student Government	Fraternity/Sorority	Community Service/Non-Profit Organizations	Academic Organization in Major	Honor Society	Other	None
16.6% (163)	16.1% (158)	47.7% (468)	32.9% (323)	30.2% (297)	13.7% (135)	21.5% (211)

## Physical Facilities

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Condition of classrooms</b>	2.6% (26)	35.3% (348)	42.2% (416)	18.5% (182)	0.7% (7)	0.6% (6)
<b>Condition of University libraries</b>	5.9% (58)	49.0% (483)	31.5% (310)	11.3% (111)	1.5% (15)	0.8% (8)
<b>Condition of laboratories</b>	3.7% (36)	31.9% (314)	27.0% (266)	16.9% (166)	12.5% (123)	8.1% (80)
<b>Condition of studios</b>	2.7% (27)	24.8% (244)	14.4% (142)	8.0% (79)	30.6% (301)	19.5% (192)
<b>Condition of technical centers</b>	4.2% (41)	38.9% (383)	16.8% (165)	7.4% (73)	21.7% (214)	11.1% (109)
<b>Access to laboratories, study areas, student lounges</b>	5.9% (58)	54.2% (534)	24.8% (244)	10.4% (102)	2.9% (29)	1.8% (18)
<b>Overall living conditions in residence halls</b>	1.7% (17)	30.3% (298)	30.6% (301)	22.7% (224)	5.7% (56)	9.0% (89)
<b>Cleanliness of residence halls</b>	2.5% (25)	35.0% (345)	29.6% (292)	18.2% (179)	5.7% (56)	8.9% (88)
<b>Overall condition of University buildings</b>	2.3% (23)	37.8% (372)	42.4% (418)	15.7% (155)	0.9% (9)	0.8% (8)
<b>Cleanliness of University buildings</b>	3.9% (38)	54.3% (535)	29.2% (288)	11.0% (108)	0.9% (9)	0.7% (7)
<b>Availability of student parking</b>	2.2% (22)	16.9% (166)	24.0% (236)	32.0% (315)	10.5% (103)	14.5% (143)
<b>Physical fitness facilities</b>	3.9% (38)	38.2% (376)	27.7% (273)	19.5% (192)	6.9% (68)	3.9% (38)

## Post-Graduation

Please indicate the primary way you plan to give back to Howard as an alumna/alumnus.

Making Financial Contributions	Recruiting New Students	Fundraising	Volunteering	Other	No Plan to Contribute
32.5% (319)	27.0% (265)	3.4% (33)	17.0% (167)	5.1% (50)	15.0% (147)

Would you recommend Howard to a prospective student?

Yes	No	Not Sure
71.6% (702)	8.6% (84)	19.9% (195)

If you are continuing your education at Howard University, identify the one most important reason you decided to return to Howard. If you will not be returning, select "Not Applicable."

Academic Reputation	Availability of Academic Program	Institutional Cost	Financial Aid Assistance	Quality of Faculty	Location	Social Environment	Research resources
4.4% (43)	3.9% (38)	0.6% (6)	1.3% (13)	0.3% (3)	2.2% (22)	0.5% (5)	0.2% (2)
Encouraged/ Recruited by Faculty	Encouraged by Mentor	Supportive Academic Environment	Other	Not Applicable			
1.0% (10)	0.6% (6)	2.4% (24)	1.3% (13)	81.1% (796)			

If you are continuing your education at an institution other than Howard University, identify the one most important reason you chose that institution. If "NO," select "Not Applicable."

Academic Reputation	Availability of Academic Program	Institutional Cost	Financial Aid Assistance	Quality of Faculty	Location	Social Environment	Research Resources
10.3% (101)	6.6% (65)	2.7% (26)	1.9% (19)	1.4% (14)	5.8% (57)	0.1% (1)	0.7% (7)
Encouraged/ Recruited by Faculty	Encouraged by Mentor	Supportive Academic Environment	Other	Not Applicable			
0.3% (3)	0.6% (6)	1.8% (18)	2.5% (25)	65.1% (639)			

**Post-Graduation**

<b>Will you be employed?</b>	
<b>Full-time</b>	<b>Part-time</b>
56.2% (551)	14.2% (139)
	29.7% (291)

<b>If you have already accepted an employment offer, please indicate the annual salary range. If you do not have employment, select "Not Applicable."</b>							
<b>Less than \$20,000</b>	<b>Less than \$30,000</b>	<b>\$30,000-40,000</b>	<b>\$46,000-60,000</b>	<b>\$61,000-75,000</b>	<b>\$76,000-95,000</b>	<b>Over \$95,000</b>	<b>Not Applicable</b>
2.7% (26)	4.2% (41)	10.0% (98)	11.8% (116)	2.9% (28)	0.4% (4)	0.4% (4)	67.7% (664)

<b>What are your immediate plans after you leave Howard? (Select from Group A and Group B)</b>							
<b>Group A</b>	<b>No plan to work now</b>	<b>Agriculture, Food &amp; Natural Resources</b>	<b>Architecture &amp; Construction</b>	<b>Arts, AV technology &amp; Communications</b>	<b>Business, Management &amp; Administration</b>	<b>Education &amp; Training</b>	<b>Finance</b>
	26.6% (261)	0.3% (3)	1.5% (15)	13.3% (130)	9.3% (91)	8.6% (84)	3.6% (35)
	<b>Government &amp; Public Administration</b>	<b>Health Science</b>	<b>Hospitality &amp; Tourism</b>	<b>Human Services</b>	<b>Information Technology</b>	<b>Law, Public Safety, Corrections &amp; Security</b>	<b>Manufacturing</b>
	5.5% (54)	11.7% (115)	1.7% (17)	3.4% (33)	1.1% (11)	2.8% (27)	0.0% (0)
	<b>Marketing, Sales, &amp; Services</b>	<b>Science, Technology Engineering &amp; Mathematics</b>	<b>Transportation, Distribution &amp; Logistics</b>				
7.4% (73)	3.1% (30)	0.2% (2)					
<b>Group B</b>	<b>No plan for further education now</b>	<b>Graduate/professional study</b>	<b>Medical/dental internship</b>	<b>Ministry</b>	<b>Travel</b>	<b>Military Service</b>	<b>Community service/social work</b>
	30.8% (302)	54.6% (489)	3.4% (30)	0.2% (2)	1.0% (10)	1.0% (10)	0.7% (6)
	<b>International affairs</b>	<b>Temporary employment</b>	<b>Peace Corps.</b>	<b>Other (Specify below)</b>	<b>None</b>		
	0.9% (8)	1.2% (11)	0.7% (6)	3.1% (28)	2.1% (19)		